**Unified Command General Objectives**

1. **Address safety of passengers, crew and responders.**
   - Identify hazards & risks.
   - Provide coordinated response.
   - Account for all personnel.
   - Evaluate and treat injuries.
   - Establish shore side operations.

2. **Respond to potential and actual security threats.**
   - Evaluate cause of casualty.
   - Make timely notifications.
   - Mobilize outside security as needed.

3. **Stabilize the Incident**

4. **Mitigate threat of pollution.**
   - Control source—minimize amount spilled.
   - Arrange for response contractor to protect sensitive areas & recover and dispose of pollutant.

5. **Manage Information**
   - Internal communications—Establish effective flow of information to and from scene, and between command post and response partners.
   - External communications—Joint media coordination to provide “best” information source.

6. **Restore Maritime Operations.**

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**Unified Command Response Expectations**

- Notification at earliest time.
- Accurate reports of situation—damage, injuries, pollution, cause if known.
- Immediate update of significant events & timely information sharing.
- For involved party, a local response representative with authority to act on behalf of owner / operator.
- Timely arrangements for pollution and salvage response.
- Accountability of all passengers and crew.
- Coordination with communities to support shore side operations for evacuee care.
- Participation in Joint Information Center.
- Participation in the Incident Command System (ICS).

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**U.S. Coast Guard Mass Rescue Operations**

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**Multi-Agency Quick Start Guide for Passenger Vessel Emergencies**

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**A Unified Command Reference Document**

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Version 5.0

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**Know your response partners!**
**See inside for more actions.**
## Multi-Agency Quick Response Guide for Passenger Vessels Emergencies

### Vessel Owner:
- Activate Crisis Action Team & response plans.
- Complete federal, state and local notifications.
- Establish comms with ship and USCG RCC. Maintain open line as needed.
- Assist Master with stability analysis and reponse support.
- Request local USCG Liaison officer. Share incident information with USCG regularly.
- Commence logistics for possible passenger evacuation and shore side support.
- Request local USCG Liaison officer.
- Create and maintain open line.
- Coordinate actions with Unified Command. At earliest, provide UC representative.
- Contact Flag State, Class, underwriters.
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- If no agent, initiate actions below.

### Rescue Coordination Center (RCC):
- Confirm information. Complete notifications & briefs.
- Submit a status report to RCC at earliest time.
- Establish communication with local and state authorities.
- Update the UC on resources dispatched and ETA.
- Request local USCG Liaison officer. Share incident information with USCG regularly.
- Commence logistics for possible passenger evacuation and shore side support.
- Establish damage control. Contain / extinguish fire.
- Coordinate Passenger Accountability procedures with UC.
- Coordinate with UC (Nation, communities, company) to activate landing and triage sites and reception centers.
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- Contact Flag State, Class, underwriters.
- If no agent, initiate actions below.

### Ship:
- Contact RCC and company at earliest time.
- Provide dedicated communicator for reports to company & RCC. Provide regular updates of status and changes.
- Initiate damage control. Contain / extinguish fire.
- Treat injured personnel. Report numbers.
- Request MEDVACs as required.
- Determine potential need for evacuation of personnel. Initiate actions as required - prepare survival crafts, PFDs, etc.
- Keep passengers informed of situation.
- Initiate crowd control procedures as required.
- To extent possible, ensure evacuees have identification and medications prior to evacuation.
- Maintain comms with SAR OSC. Share intentions.
- Mitigate potential release of fuel oil to best ability.

### Agents:
- Establish comms with ship owner & USCG.
- Support requests from master or owner.
- Send liaison to RCC and Sector Command.
- Update the UC on resources dispatched and ETA.
- ID other available commercial assets. Contract as required.
- At owner requests, assume leadership of shore side accountability process.
- Support shore side logistics for evacuation.
- Coordinate with community on reception center activation and operations.
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- SAR OSC: Support master, direct rescue resources on scene, serve as single POC for master, recover people in water, establish check in / out for resources, track evacuee numbers and destinations, provide status updates to SMC/Sector.

### USCG Sector Command:
- If also SMC, see RCC list.
- Complete notifications.
- Evaluate “Away Team” activation.
- Comms with ship thru SMC or company EOC conference call.
- Coordinate initial Liaison Officer needs with response partners.
- Support shore side accountability process. Sent reps to landing sites.
- Initiate pollution / salvage response. Review ACP checklists.
- Initialize investigation process.
- Establish & enforce safety or security zones.
- Execute applicable provisions of Area Maritime Security Plan.
- Coordinate terrorism investigation with FBI (if appropriate).
- Coordinate SSC.

### Port Community:
- City Mgr notified
- Hospital(s) recall available staff
- Harbormaster prepares City-owned port facilities for landing sites. Assist with landing site ops.
- Id and assist w/ establishment of reception center(s).
- Alert Red Cross / Salvation Army.
- Provide triage, medical treatment, patient transport for injured persons landed ashore.
- Provide representative to UC.

### Unified Command:
- Assume command.
- Establish liaison with SAR SMC.
- Set organization, priorities, objectives. Initiate response planning.
- Establish effective internal and external communications process.
- Stand up JIC w/industry. Issue joint release at earliest time.
- Coordinate with law enforcement for investigative and security support.
- Maintain link to industry EOC. Dispatch liaison officers from nearest USCG command as needed.
- Coordinate with Customs Border Protection Service for foreign evacuee clearance.
- Establish and maintain effective liaison with key stakeholders.
- Ensure passenger accountability process established and understood by all.
- Establish landing sites in coordination with SMC: disembarkation capability, decon, triage, medical and survivor transport, crowd control, media access.
- Monitor/assist evacuee transport.
- Establish and secure reception center for survivors.

### State:
- Review ACP checklists.
- Set organization, priorities, objectives. Initiate response planning.
- Establish effective internal and external communications process.
- Stand up JIC w/industry. Issue joint release at earliest time.
- Establish effective internal and external communications process.
- Stand up JIC w/industry. Issue joint release at earliest time.

### Immediate Response:
- Coordinate/supervise special teams support (EOD, Strike Team, CSST, NOAA, FEMA, etc.)
- Coordinate marine firefighting support.
- Supervise spill response (source control, containment, recovery, protection of sensitive areas, disposal and decontamination).
- Evaluate damage survey/approve salvage plan/supervise salvage operation.
- Coordinate requirements for damaged ship transit, port entry.
- Provide interpreters as required.
- Establish decedent affairs process: NOK notifications, mortuary ops, etc.